



Customer Service Standards

Customer service is everyone's responsibility, not just those who staff the front information desk. Every time we interact with an individual, answer the phone, send an e-mail, write a letter, or attend a meeting, we are making an impression on our customers – whether they are citizens, visitors, partner organization, people working with our staff on a project, or even WorkOne employees. These customer service standards were created for employees to follow to ensure that the quality of service to all of our customers meets or exceeds their expectations.

All new employees will be introduced to these standards as part of their orientation program, and the WorkOne will continue to provide customer service training opportunities for employees so that all staff understand the value of customer service as well as the importance of following the WorkOne's approved standards.

Telephone/Voicemail

"Customers have a right to expect that..."

- The phone will be answered promptly (within three rings).
- Their calls will be answered in a courteous manner (with a smile).
- A person, not voicemail, will answer their calls at each answering station (the main number to a division or a department).
- The staff member answering the phone will listen and understand the nature of the requests before transferring the calls, inform the callers where they are being transferred to, and provide them with the phone number of the person to whom they are being transferred. When ever possible brief the person on the receiving end so the caller does not have to repeat their need multiple times.
- The person at the answering station will, before transferring the call, provide the option to go to voicemail or take a message.
- The person answering the call will make a reasonable effort to provide information about the WorkOne and, as appropriate and reasonable, other outside agencies related to their division's function.
- They will receive acknowledgements of their voicemail messages within 24 hours.

- The outgoing voicemail message will be kept current, and the voicemail message at answering stations will be changed on days the WorkOne is closed or to reflect when a staff person is away from the office for more than 24 hours.
- The voicemail message gives an optional phone number to call.
- When multiple calls are received, calls will be answered in order; callers will be asked if their call may be put on hold; the first caller will be returned to first; and the employee will continue to answer the lines in order of the calls received.
- If there is a person at a counter and the phone rings, the employee will acknowledge the customer at the counter, answer the telephone, tell the caller that a customer is waiting, and give the caller the option of being put on hold or having their call returned.
- When customers call and ask for a specific department, they will be transferred to the appropriate answering station and will be given the telephone number in the event they are disconnected.
- There will always be telephone coverage at each answering station during business hours.
- All incoming phone calls coming from external sources will be answered with a consistent greeting such as "WorkOne , [division], may I help you?"
- WorkOne staff will leave their full names, departments, phone numbers, and times available when leaving messages for customers.

Public Amenities

"Customers have a right to expect..."

- Properly maintained facilities, which are sanitary, completely operational, fully stocked and supplied, accessible, adequate to need, and compliant with ADA (Americans with Disabilities Act) standards.
- Appropriate and timely responses to identified problems at a facility.
- Hours of regular operation will be posted and those hours will be adhered to.

Written Correspondence

(Includes Letters, Memoranda, E-mails & Faxes)

"Customers have a right to expect..."

- That written correspondence is formatted to WorkOne standards and has been edited for accuracy.
- Complete, accurate, and precise information regarding their inquiries.
- A timely response to their requests, or an interim communication explaining the delay, if necessary.

- That a fax cover sheet includes name, telephone number, and department of the sender and the name and fax number of the receiver. Fax cover sheets should be legible.
- E-mail messages will not use bold, all capitalizations, or other means that might send an inaccurate message to the receiver. All e-mail correspondence should be reviewed to evaluate if there is offensive or identifying information that if the message became public it could cause organizational hardship.

In Person

“Customers have a right to expect...”

- A timely, courteous acknowledgement, such as eye contact or a positive indication that the staff member knows they are there, especially if the staff member is on the phone or with another customer.
- Acknowledgement by name.
- The WorkOne employee will listen to their requests/questions and ask for clarification if needed.
- Courtesy and respect.
- Helpful, knowledgeable, and accurate information.
- Each main informational counter will be staffed during business hours or, if staff is unavailable, will have signage referring them to the appropriate department.
- They will be informed of the need to sign-in
- Treat each customer as ‘The Most Important’

Personal Appearance, Dress and Uniform

“Customers have a right to expect that...”

- Based on IWD directive and CWI as the Region 1 Regional Operator, all staff will adhere to the current outlined dress code policy.
- Name tag will be worn (on the right side) while on duty
- Hair will be cleaned, combed and neatly trimmed.
- Employees in situations requiring more formal business attire will dress accordingly to represent the agency. Conservative jackets, shirts, ties and suits are commonly considered appropriate formal business attire.



Provided by Regional Operator-Region 1